



State of Utah

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October 13, 2005

OSD-003-05

Joseph Juarez  
Regional Administrator  
U. S. Department of Labor/ETA  
525 Griffin Street, Room 317  
Dallas, TX 75202

RE: State of Utah Department of Workforce Services, Program Year 2004, Wagner-Peyser  
Reemployment Program, Narrative Performance Report, ETA 9100.

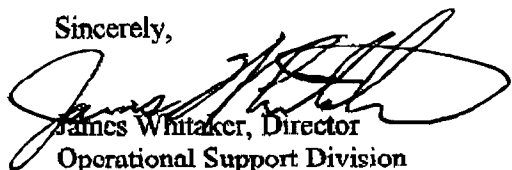
Dear Mr. Juarez:

Find attached the Utah Department of Workforce Services' (DWS) Reemployment Services program narrative Performance Report, ETA 9100. The report covers service outcomes for the Program Year from 01 July 2004 through 30 June 2005 for the Wagner-Peyser Reemployment Allotment.

A report copy has been provided to Ms. Gay Gilbert of the Office of Workforce Investment as indicated in TEGL Number 5-04, *Planning Guidance for Reemployment Services Allotments for Program Year 2004 Allotments and Announcement of an Impending Personal Reemployment Accounts (PRAs)*, dated 24 September 2004.

The Utah Department of Workforce Services continues to be committed to improve customer service. We welcome this third opportunity to target Wagner-Peyser's expanded Reemployment Services to customers.

Sincerely,

  
James Whitaker, Director  
Operational Support Division  
Department of Workforce Services

Attachment(s): PY'04 Reemployment Program Narrative Performance Report, ETA9100.

CC: Gay Gilbert, Administrator, DOL/ETA  
Helen Thatcher  
Connie Laws  
Bill Starks  
Virginia Byrd  
Emailed to Jacki Deherrera-ETA, SueBently-ETA, DOL/ETA, and Barbara Vail-ETA.

JA/JW/mmr

**REEMPLOYMENT SERVICES PERFORMANCE REPORT  
FOR PY 2004 PLAN**STATE: UTAHDATE: 30 Sept. 2005**STATE SPECIFIC PERFORMANCE REPORT (Add additional sheets if necessary.)**

*Describe activities and an overview of how the activities were accomplished. Include milestones, and positive outcomes achieved. Compare accomplishment of planned performance goals with the attainment of the performance indicators identified by the State in the annual plan.*

**IMPLEMENTATION OVERVIEW:** The Utah Department of Workforce Services' (DWS) profiled plan was implemented with an equivalent of 5.9 full time staff in three of five local regions experiencing the largest volume of profiled customers. The target group was identified by using a statistical model and consisted of individuals who had received at least one Unemployment Insurance (UI) payment. A weekly customer referral list was emailed from the UI Call Center to local One Stop staff that arranged for individual customer Reemployment Services.

Customers were required to participate in a reemployment orientation and receive tailored services based upon an assessment of needs and construction of a customer negotiated reemployment plan. Reemployment plan participation was required and co-enrollment was encouraged as appropriate.

Profiled staff training has integrated Utah's electronic case management system (UWORKS) with DWS' Intranet. The outcome has provided One Stop staff with an opportunity to refer to the updated Profile/UWORKS computer based training slide show on a 24/7 basis. Additionally, staff has a statewide Help Desk number to complement the slide show training with individual tailored profile questions and answers.

Planned performance outcomes targeted an Entered Employment Rate (EER) of 53.3 percent. Standard Workforce Investment Act evaluation methodology used UI wage data files to determine employment outcomes.

**OUTCOMES:** Actual entered employment has reversed a three-year downward trend by obtaining and exceeding planned outcomes by 2.5 percentage points. Past years' performance has ranged between 5 to 8 percentage points below plan. This year, the Reemployment Services project along with Utah's changing economic climate have benefited those most likely to exhaust benefits by producing a 55.8 percent EER. This represents a 5 percent increase above planned outcomes.

- Planned Entered Employment Rate was 53.3 percent and actual was 55.8 percent. This is in comparison to the total UI claimant population with approximately a 67 percent rate.

The traditional five largest industries for profiled customers to be laid off from were 1) Administrative and Support Services, 2) Transportation Equipment Manufacturing, 3) Computer and Electronic Product Manufacturing, 4) Mining, and 5) Food Services and Drinking Places.

Please direct report concerns or questions to John Ammon at 801.526.4310 or [jammon@utah.gov](mailto:jammon@utah.gov).